NAVSUP - SAM PROGRAM

SAILOR ARRANGED MOVE (SAM)

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MTMC 2000 SYMPOSIUM
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The goal is to. . .

Offer the Sailor a set of moving choices which will:

. . . fit their specific needs

. . . give them more control over the move process

. . . provide a better quality move

. . . reduce damage and claims

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WIN-WIN

Sailors:

- Direct Involvement
- Supports Sailors needs
- Sailor Participates in Carrier Selection
- Intransit Visibility
- Full Replacement Value
- Direct Claims Settlement with Carrier
- Pager Convenience

SAM

Carriers:

- Commercial Practices
- Quality Service Recognized
- Opportunity to Increase Business
- Credit Card Payments
- Quality Controls Claim Exposure
- Pager Supports Direct Delivery

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A better moving experience for the entire family

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Shipments:

Goals: CY98 185

CY99 350

Booked: CY98 139/75%

CY 99 1945/556%

CY 00 587*

Completed: 1697*

SIT: 47%

*As of 21 Mar 00

Claims (3 Sites Only)

Pending: 49*

Settled: 238*

Total: 287*

Ratio: 1 in 5*

Settled Value: $147,905*

Average Value: $515*

No Claims Filed With Government

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MEMBER SURVEY RESPONSES

Carriers:

Origin Services:	**84%**	
Destination Services:		**79%**
Used Intransit Visibility:		**68%**
Use Same Carrier Again:		**81%**

Program:

Overall:	**95%**	
Recommend:		**94%**
Better Move:		**84%**

Survey Return Rate: **30%**

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SUMMARY

SAM IS MEETING PROGRAM GOALS

IMPROVEMENTS POSSIBLE

- **Carriers**
- **Satisfaction Survey Return Rate**
- **Program Automation**